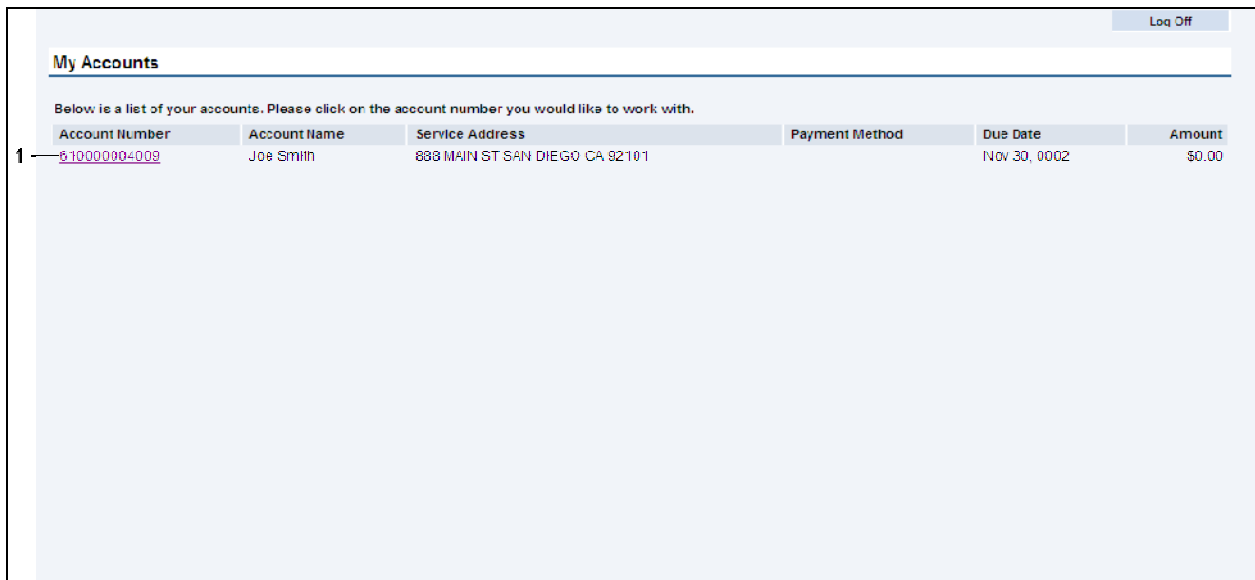


## Purpose

Use this procedure to enter or update your personal information on the CCC (Customer Care Center) portal. This information includes contact number, e-mail ID, notifications, reset password, and security question / answer.

## Procedure

### Content and Forms



Log Off

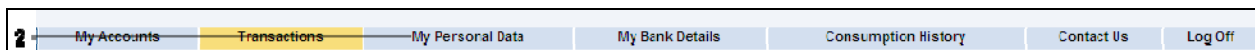
### My Accounts

Below is a list of your accounts. Please click on the account number you would like to work with.

Account Number	Account Name	Service Address	Payment Method	Due Date	Amount
81000000-0009	Joe Smith	888 MAIN ST SAN DIEGO CA 92101		Nov 30, 0002	\$0.00

1. Log into Customer Care Center (CCC) portal and click to select the account you want to work with.

### Navigation



2. My Accounts Transactions My Personal Data My Bank Details Consumption History Contact Us Log Off

2. Click the **My Personal Data** tab **My Personal Data**.

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk ( \* ) are required.

**Contact Data**

Contact Data

Contact Phone Numbers

6198761234  
6191234567

E-Mail Address

abcdef@ghi.com

**3** — Edit

**Notification Data**

E Mail Address : abcdef@ghi.com

When you enrolled, your bill notifications were set to email only. If you would like to change your email preferences please click the edit button.

Account Name      Receive Bill Notification By

Joe Smith      E-Mail : Yes    Paper Bill : Yes

- 3.** To add or edit your contact details, click the **Edit** button  in the **ContactData** section.

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk ( \* ) are required.

**Contact Data**

Contact Data

When entering a phone number, enter numbers only ie. (6191234567)

**Contact Phone Numbers**

Area Code / Number	Ext	Primary	Delete
6198761234		<input checked="" type="checkbox"/>	<input type="checkbox"/>
6191234567		<input type="checkbox"/>	<input type="checkbox"/>
New entry		<input type="checkbox"/>	

**Fax Number**

New entry

-  ☐

**\*E-Mail Address**

abcdef@ghi.com      Enter the email address you want; all correspondence to be sent to. Changing your primary E-Mail address will not change your User ID.

Save    Back

- 4.** To delete an entry, click the **Delete** check box  next to it.

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk ( \* ) are required.

### Contact Data

Contact Data

When entering a phone number, enter numbers only ie. (619)1234567

#### Contact Phone Numbers

Area Code / Number	Ext	Primary	Delete
6198761234		<input type="radio"/>	<input type="checkbox"/>
6191234567		<input type="radio"/>	<input checked="" type="checkbox"/>
New entry		<input type="radio"/>	

#### Fax Number

New entry

Primary	Delete
<input type="radio"/>	

#### \*E-Mail Address

abodeff@ghi.com

Enter the email address you want all correspondence to be sent to. Changing your primary E-Mail address will not change your User ID.

5

5. Click the **Save** button  to save the change.

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

### Contact Data

The changes to your address data have been saved

6. The system will display a message confirming the address data was changed. Click the **Back** button  to return to the previous screen.

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk ( \* ) are required.

**Contact Data**

Contact Data

Contact Phone Numbers

6198761234

E-Mail Address

abcdef@ghi.com

[Edit](#)

**Notification Data**

E Mail Address : abcdef@ghi.com

When you enrolled, your bill notifications were set to email only. If you would like to change your email preferences please click the edit button.

Account Name	Receive Bill Notification By
Joe Smith	E-Mail : Yes Paper Bill : Yes

7. To edit the data again (for example, to add a new contact phone number entry), click the **Edit** button [Edit](#).

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk ( \* ) are required.

**Contact Data**

Contact Data

When entering a phone number, enter numbers only ie. (6191234567)

**Contact Phone Numbers**

Area Code / Number	Ext	Primary	Delete
6198761234	-	<input checked="" type="radio"/>	<input type="button" value="X"/>
New entry		<input type="radio"/>	<input type="button" value="X"/>

**Fax Number**

Area Code / Number	Ext	Primary	Delete
	-	<input type="radio"/>	<input type="button" value="X"/>
New entry		<input type="radio"/>	<input type="button" value="X"/>

**\*E-Mail Address**

abcdef@ghi.com Enter the email address you want all correspondence to be sent to. Changing your primary E-Mail address will not change your User ID.

[Save](#) [Back](#)

8. As required, complete/review the following fields:

Field	R/O/C	Description
New entry	R	Contact phone number (without any periods, hyphens, or spaces) <b>Example:</b> 6191234567

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Items marked with an asterisk ( \* ) are required.

**Contact Data**

Contact Data

When entering a phone number, enter numbers only ie. (619)1234567

**Contact Phone Numbers**

Area Code / Number	Ext	Primary	Delete
6198761234	-	<input type="checkbox"/>	<input type="checkbox"/>
New entry		<input type="checkbox"/>	
6191234567	-	<input type="checkbox"/>	

**Fax Number**

New entry

☐

**\*E-Mail Address**

abcdef@ghi.com Enter the email address you want all correspondence to be sent to. Changing your primary E-Mail address will not change your User ID.

9. Click the **Save** button  to save the new contact phone number.



If you want to change the e-mail ID that any correspondence from the Public Utilities goes to, enter it in the \* **E-Mail Address** text box. You will see an asterisk on this field because it is a mandatory field - you must specify an email address.

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

**Contact Data**

The changes to your address data have been saved

10. After reviewing the confirmation message, click the **Back** button .

## Content and Forms

6198761234  
6191234567

E-Mail Address  
abcdef@ghi.com

Edit

**Notification Data**

E-Mail Address : abcdef@ghi.com

When you enrolled, your bill notifications were set to email only. If you would like to change your email preferences please click the edit button.

Account Name	Receive Bill Notification By
Joe Smith	E-Mail : Yes Paper Bill : Yes

11 — Edit

**Change Password and Security Question / Answer**


**Password Reset**

Your password must be a minimum of 8 characters and include one uppercase letter (A - Z) and two of the following: lowercase (a - z), Arabic numerals (0 through 9) or special characters, such as @, #, \$, %, &, \*, +.

**Security Question / Answer Update**

When you enrolled you were asked to create a Security Question and Answer. To change your Security Question or Answer enter the information below.

\*Security Question

11. By default, bill notifications are sent to your e-mail address. If you would like to change your notification preferences, click the **Edit** button .

## Content and Forms

abcdef@ghi.com

Edit

**Notification Data**

Primary E-Mail Address : abcdef@ghi.com

Account Name	Receive Bill Notification By
Joe Smith	E-Mail : <input checked="" type="checkbox"/> Paper Bill : <input checked="" type="checkbox"/>

12 — Save Back

**Change Password and Security Question / Answer**

**Password Reset**

Your password must be a minimum of 8 characters and include one uppercase letter (A - Z) and two of the following: lowercase (a - z), Arabic numerals (0 through 9) or special characters, such as @, #, \$, %, &, \*, +.

\*Old Password

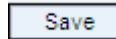
\*New Password

**Security Question / Answer Update**


When you enrolled you were asked to create a Security Question and Answer. To change your Security Question or Answer enter the information below.

\*Security Question

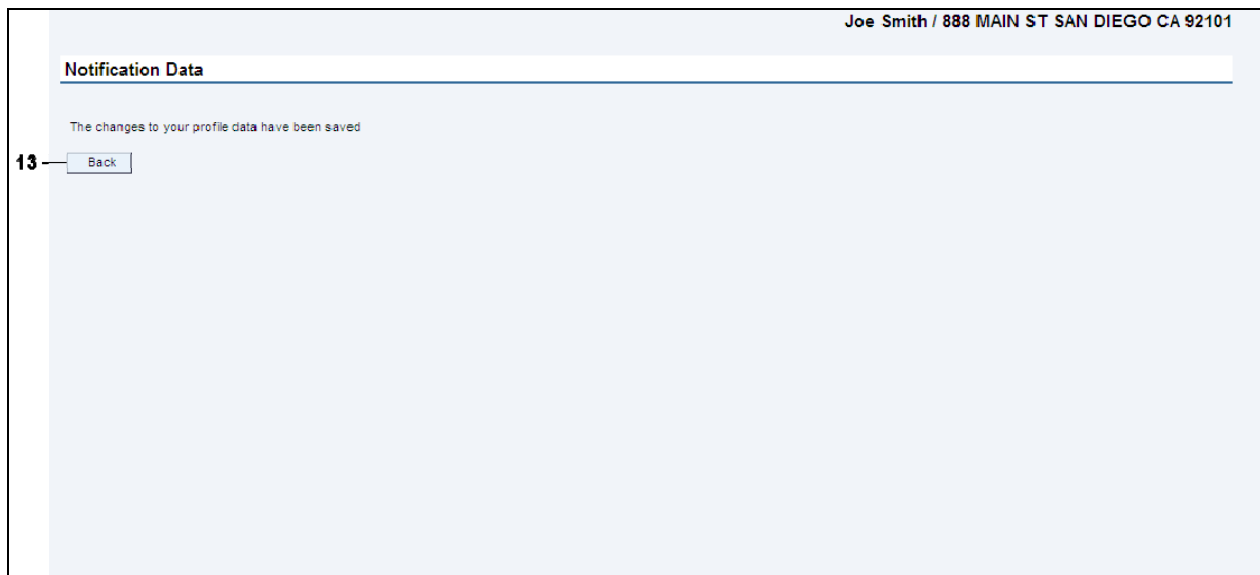
\*Security Answer

12. After updating the bill notification settings, click the **Save** button .



In this example, the bill notification option has been set to both e-mail and paper bill. If you do not want to receive paper bills, for example, click the **Paper Bill** : check box  to deselect it.

## Content and Forms



Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

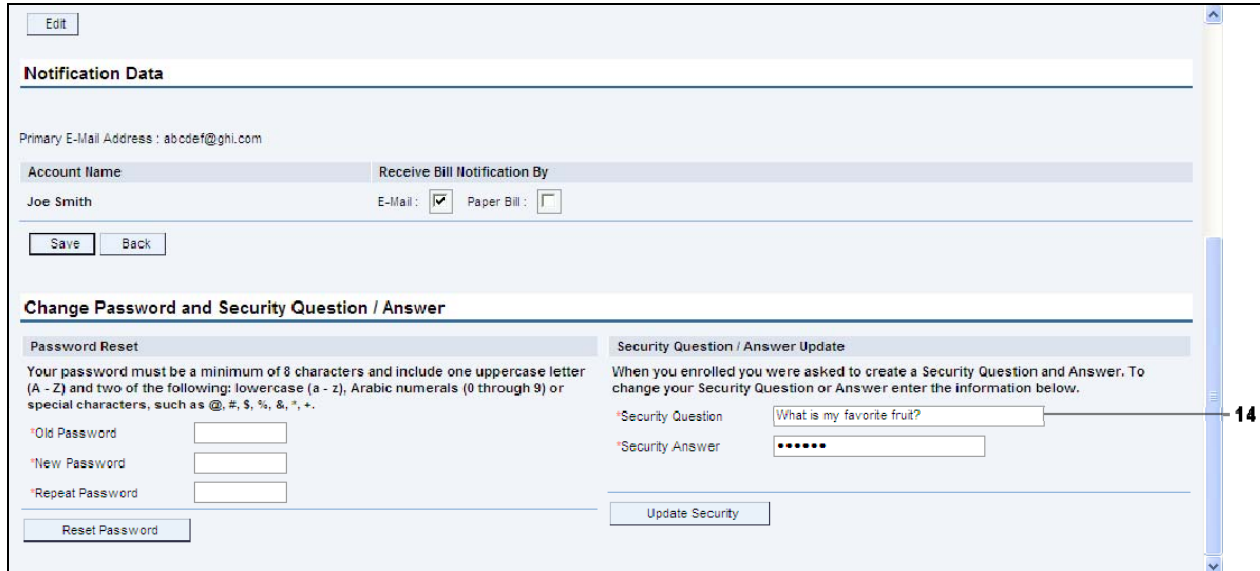
**Notification Data**

The changes to your profile data have been saved

13 — [Back](#)

13. After reviewing the confirmation message, click the **Back** button [Back](#) to return to the previous screen.

## Content and Forms



[Edit](#)

**Notification Data**

Primary E-Mail Address : abcdef@ghi.com

Account Name: Joe Smith      Receive Bill Notification By: E-Mail: ☒      Paper Bill: ☐

[Save](#)   [Back](#)

**Change Password and Security Question / Answer**

**Password Reset**

Your password must be a minimum of 8 characters and include one uppercase letter (A - Z) and two of the following: lowercase (a - z), Arabic numerals (0 through 9) or special characters, such as @, #, \$, %, &, \*, +.

\*Old Password:

\*New Password:

\*Repeat Password:

[Reset Password](#)

**Security Question / Answer Update**

When you enrolled you were asked to create a Security Question and Answer. To change your Security Question or Answer enter the information below.

\*Security Question:

\*Security Answer:

[Update Security](#)

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14. If you would like to change your security question, click the \* **Security Question** text box.



If you want to reset your password, enter your old and new passwords, and click the **Reset Password** button [Reset Password](#). Refer to the "Forgot Password on Customer Care Center" document for detailed step-by-step instructions.

## Content and Forms

Edit

Notification Data

Primary E-Mail Address : abcdef@ghi.com

Account Name

Receive Bill Notification By

Joe Smith

E-Mail: ☒ Paper Bill: ☐

Save

Back

Change Password and Security Question / Answer

Password Reset

Your password must be a minimum of 8 characters and include one uppercase letter (A - Z) and two of the following: lowercase (a - z), Arabic numerals (0 through 9) or special characters, such as @, #, \$, %, &, \*, +.

\*Old Password

\*New Password

\*Repeat Password

Reset Password

Security Question / Answer Update

When you enrolled you were asked to create a Security Question and Answer. To change your Security Question or Answer enter the information below.

\*Security Question

What is my favorite fruit?

\*Security Answer

\*\*\*\*\*

Update Security

15. As required, complete/review the following fields:

Field	R/O/C	Description
* Security Question	R	Question to validate your credentials in specific situations, such as password reset  <b>Example:</b> What is my favorite fruit?

## Content and Forms

Edit

Notification Data

Primary E-Mail Address : abcdef@ghi.com

Account Name

Receive Bill Notification By

Joe Smith

E-Mail: ☒ Paper Bill: ☐

Save

Back

Change Password and Security Question / Answer

Password Reset

Your password must be a minimum of 8 characters and include one uppercase letter (A - Z) and two of the following: lowercase (a - z), Arabic numerals (0 through 9) or special characters, such as @, #, \$, %, &, \*, +.

\*Old Password

\*New Password

\*Repeat Password

Reset Password

Security Question / Answer Update

When you enrolled you were asked to create a Security Question and Answer. To change your Security Question or Answer enter the information below.

\*Security Question

What is my favorite color?

\*Security Answer

\*\*\*\*\*

Update Security

16. As required, complete/review the following fields:

Thursday, June 02, 2011

Maintain Personal Information on Customer Care Center.udc

8/10



Field	R/O/C	Description
* Security Answer	R	Answer to the security question  <b>Example:</b> *****

## Content and Forms

Notification Data

Primary E-Mail Address : abcdef@ghi.com

Account Name: Joe Smith

Receive Bill Notification By: E-Mail: ☒ Paper Bill: ☐

Save Back

Change Password and Security Question / Answer

Password Reset

Your password must be a minimum of 8 characters and include one uppercase letter (A - Z) and two of the following: lowercase (a - z), Arabic numerals (0 through 9) or special characters, such as @, #, \$, %, &, \*, +.

\*Old Password:

\*New Password:

\*Repeat Password:

Reset Password

Security Question / Answer Update

When you enrolled you were asked to create a Security Question and Answer. To change your Security Question or Answer enter the information below.

\*Security Question: What is my favorite color?

\*Security Answer: \*\*\*\*\*

Update Security

17

17. Click the **Update Security** button .

## Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Change Password and Security Question / Answer

Changes to your security question / answer have been saved.

18 Back

18. After reviewing the message, click the **Back** button .

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**Result**

You have successfully updated your personal information on the CCC portal.